

Housing Assistant (Residential Property Coordinator)

Basic Function of Position

Serves as one of three Residential Property Coordinators (RPC) providing all ICASS services related to the leasing and make ready of residential leased properties in the Embassy Brasilia interagency housing pool, consisting of 160 properties. RPCs are responsible for all leased residential property activities from identifying potential residential leases to coordinating the make ready and furnishing processes. RPCs prepare and complete all the required documentation, records, data entry and correspondence.

14. Major Duties and Responsibilities - % of time

LEASING ACTIVITIES -50%

Incumbent performs the full range of leasing activities in the residential leasing program to include coordinating with fellow Residential Property Coordinators (RPCs) in identifying potential lease properties, market research (both online and in person), establish new estate agent contacts, maintain existing productive contacts, and share information with fellow RPCs through shared contacts, calendars, spreadsheets and files. Coordinate the required inspections by the POSHO, Residential Security and Facilities inspectors. Negotiate lease terms with landlords or their legally appointed representatives.

Prepare all lease documentation according to OBO Real Property and FAM requirements. Communicate lease and maintenance requirements to landlords and agents by telephone and follow up with emails. Prepare internal documents to secure lease approval, modifying document templates to reflect each particular property and upload photographs to the appropriate electronic files. Prepare the Letter of Intent (to lease) and acquire financial approval from the Financial Management Officer (FMO) or the relevant funding agency. Prepare lease waiver cables to Overseas Building Operations (OBO) in Washington for leases over space standards and dollar limits. Prepare utility connection letters and send to the appropriate service providers. In the required time frames, acquire all documentation required from the Landlord or their agent, such as copies of Insurance policies, gas and electrical safety certificates, building fire risk report, water hygiene report, and lift maintenance service records. Upon signing of the leases, coordinate with the Leasing Clerk to prepare an Obligation Document for the Financial Management Officer (FMO) or relevant head of agency advising that lease payment can be made.

Must ensure the complete and proper management of short-term leases and maintains official records of lease activities to include keeping track of the Retail Price Index (RPI) increases which are due on the anniversary of the lease term and confirm the correct rental amounts to be paid on an annual basis as per FMO directive. Track and record gas safety certificates and insurance policy documents which have to be issued by the Landlord or their agent on an annual basis, request copies for the property file and subsequently scan to the file. Utilize shared calendars and the documentation in the Real Property Application (RPA) on enacting lease extensions, lease variations and lease renewals.

Serve as the main point of contact between landlord and tenant with non-emergency maintenance issues and negotiate between both parties to find a satisfactory remedy. Work with Facilities Maintenance teams for any technical assistance that may be required. Ensure that

accurate records are kept in the property files to provide information for future assignments and to aid landlord negotiations.

Responsible for preparation of documentation for terminating leases, modifying template documents to reflect each particular property, maintaining official records of lease activities. Send termination letters to either the Landlord or the agent (whichever name is stipulated on the lease agreement) ensuring that the correct termination notice is given. Advise all relevant General Services Office (GSO) sections, Financial Management Office (FMO), and the Regional Security Office (RSO) of the lease termination date by email. Coordinate with Leasing Clerk to prepare all Obligation Documents for the Financial Management Officer (FMO) or relevant head of agency advising on the termination date. If applicable, with immediate effect, sends a letter to the Landlord or their agent requesting reimbursement of overpaid rent, and follows up periodically for reimbursement. Track the outstanding rental payments on a spreadsheet. Prepare utility disconnection letters, emailing to the relevant service providers.

RESIDENTIAL PROPERTY MAKE-READY AND FURNISHING -50 %

The incumbent is in charge of the make ready process of the assigned leased residential properties in alignment with the Make-Ready chart. He/she drafts specifications of works to be carried out by the landlord during the redecoration process in alignment with the Residential Inspector's recommendations and ensures the works are completed on schedule. The incumbent negotiates completing work with the Landlord and escalates unresolved landlord work to the Housing GSO and advises invoking lease rights compelling landlords to comply. The incumbent liaises with landlord contractors and agents, checking work is completed to satisfactory Embassy standards. He/she participates fully in the weekly team meetings and joint housing meetings with Facilities to relay all salient information and to report on the project's progress. He/she is responsible for issuing keys to landlord/contractor and collecting keys at the end of the Make-Ready. The incumbent will organize garden maintenance and the cleaning of carpets, drapes, curtains and upholstery as needed and in accordance with the property lease clauses.

Serves as Government Technical Manager (GTM) for service contract, such as Cleaning, Electric services, Phone cabling, Drapery, Hospitality kit and appliances. In addition one of these contracts will be COrded by each RPC.

Note: "This position description in no way states or implies that these are the only duties to be performed by incumbent. Incumbent will be required to perform other duties as assigned by the agency."